



Alternative Fuel
Information Series

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U.S. DEPARTMENT of ENERGY,
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Clean Cities Technical Assistance (Tiger Teams)

Clean Cities Coalitions across the nation have successfully implemented alternative fuel vehicles (AFVs) into local fleets and helped their constituents become more aware of the benefits of alternative fuels.

However, many coalitions have experienced problems that have slowed progress in incorporating AFVs in their regions. DOE's Office of Technology Utilization recently developed a new project to help. Operated by the National Renewable Energy Laboratory, the Clean Cities Technical Assistance (Tiger Team) Project provides technical expertise in the field of alternative fuels use to Clean Cities that face such difficulties.

What kind of help is available?

DOE and NREL have selected a group of experts and firms to help with this problem-solving, based on their specialized hands-on experience with specific AFV niche market applications. Expertise in compressed natural gas, liquefied natural gas, liquefied petroleum gas, ethanol, and methanol, as well as in electric vehicles, is represented, as is experience in light-, medium-, and heavy-duty vehicle applications (for example, school buses, transit, taxis, airports, cargo delivery, and local government fleets).

What types of projects are eligible for assistance?

The Tiger Team experts will help with problems that the Clean Cities organization has not been able to resolve. The teams will be deployed for challenging problems whose solutions may have application in multiple Clean Cities across the country. The following types of projects will be considered for Tiger Team assistance:

- **Technical Problem Solving—vehicle operations:** These problems can be related to vehicle performance or driveability, safety issues, maintenance, driver acceptance, lack of training, implementation of AFVs at specific sites, etc.
- **Technical Problem Solving—infrastructure operations:** These problems can be related to fueling station design and siting issues, interaction with alternative fuel providers and fire safety code officials, fueling station performance and maintenance requirements, user/operator training, etc.
- **Evaluation of Potential Opportunities:** Clean Cities Coalitions that are working to develop complex AFV projects (transit, airport, etc.) may request technical assistance from Tiger Teams if expertise is not available from local or regional resources or stakeholders. The Tiger Team experts can help evaluate local market conditions pertinent to the project, conduct a technical assessment of infrastructure and stakeholder capabilities or needs, and determine project feasibility. For viable projects, the Team would help the coalition develop an AFV action plan with specific implementation steps and stakeholder responsibilities identified.

In all cases, the Tiger Teams will work directly with Clean Cities coordinators and/or stakeholders and



partners to “help them help themselves.” Teams will not be deployed to perform general maintenance or repair services or conduct sales calls. Those requesting assistance under this program must clearly demonstrate that all appropriate efforts have been made at the local or regional level to solve the problems before asking for help from the Tiger Teams.

How do we apply for assistance?

Clean Cities Coalitions can request assistance from the Tiger Teams by filling out a Web-based form available on the Clean Cities Web site at www.ccities.doe.gov/tiger.html and submitting it via the Internet. The Web site contains guidance on preparing your request. Once submitted, the request will be forwarded to the requestor’s DOE Regional Office and the Technical Assistance Review Committee (TARC), which includes DOE-HQ and NREL staff, and technical experts (as required).

The TARC will convene regularly to consider the requests that have been received. Additional information may be requested from the primary point of contact or from others. The TARC will notify the DOE Regional Office and the primary point of contact of its decision via telephone or e-mail within one week following the TARC meeting. If the request is selected for assistance, an estimated start date and allocated Tiger Team hours will also be provided.

How will the requests be evaluated?

Each request for technical assistance will be evaluated according to the following criteria:

1. Is the problem well described and defined?
2. Are the stakeholders and contacts identified and involved with the attempted resolutions to date?
3. Does this request fall within the scope of the Technical Assistance Project, and is it substantial enough to warrant team deployment at this time?
4. Have local resources and solutions already been applied or exhausted? Does the TARC have the expertise to assist with the problem?
5. Is the estimated number of hours of technical assistance adequate to resolve the problem? If not, what is the appropriate number of hours?
6. What is the approximate funding required to address and resolve the problem?
7. Does the TARC have adequate funding to resolve this problem?

8. Would the resolution of this problem be applicable to other sites?
9. Would partial resolution be adequate at this time?

How will the projects be structured?

Requests selected for assistance will be further defined through discussions with the requestor, the Tiger Team expert, and others knowledgeable about the problem and the efforts made to resolve it so far. As a result, the specific requirements of the project will be identified and documented, and work will begin.

Work will proceed through teleconferences and on-site meetings between the Tiger Team expert and local stakeholders. The expert will keep DOE and NREL informed about the progress of the project, and if necessary, DOE and/or NREL representatives may visit the site to provide additional help. At the conclusion of the project, the expert will submit a final report to NREL, DOE Headquarters, and the appropriate Regional Office staff member about the problem’s resolution or recommended actions. Lessons learned from each project will be communicated to the Clean Cities community through established channels such as the Alternative Fuels News and the threaded discussion group.

How can we get started on a project?

If your coalition has a stubborn operational problem or faces a critical AFV technical issue that local or regional resources have been unable to resolve (especially those with national implications), we encourage you to work with your local Clean Cities Coordinator to submit a request for assistance.

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